

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Mesa Products Inc

#### Oklahoma Manufacturing Alliance

#### Mesa Products Earns National Honor

##### Client Profile:

Mesa Products, founded in 1980, designs and manufactures cathodic protection systems. The cathodic systems control the corrosion on metal surfaces. This electrochemical form of corrosion control is applied to underground or submerged structures such as pipelines, distribution systems, above-ground and underground tanks and refineries. Clients include ONEOK, Magellan Midstream Partners, ConocoPhillips and William Energy Services. The company employs 55 people at its headquarters in Tulsa, Oklahoma and also has operations in Texas, California, and Florida.

##### Situation:

Mesa Products applied for the prestigious Malcom Baldrige National Quality Award in 2002, without knowing much about the criteria. When company president, Terry May, received the first feedback report, he needed to understand and decipher the results and turned to David Wheeler with the Oklahoma Manufacturing Alliance (The Alliance), a NIST MEP network affiliate, for assistance.

##### Solution:

The Alliance put Mesa Products in touch with Jim Henderson, an applications engineer and Baldrige examiner. Henderson reviewed Mesa's feedback report citing specific areas of improvement for the company. "As an experienced Baldrige examiner, Jim helped me interpret the first Baldrige feedback report that I received and also critiqued our application," said May. "He really helped me understand what the report said and inspired me to continue with Baldrige as an improvement method." Mesa was one of three companies nationwide to receive the Baldrige Award in 2006 and among 76 companies that applied for consideration. "I believe the Baldrige Award is the most prestigious award any organization could receive," May said. "Only about 70 organizations have received this award in its 18-year history."

The Alliance also worked with Mesa Products to implement Lean Manufacturing methods. "We've now adopted Lean as our primary improvement methodology and are fully committed. We have seen the impact of Lean in all parts of our business from the plant floor to administrative functions to our field service activities." May said improvements made through Lean played an important role in earning the Baldrige award. The Lean methods The Alliance helped Mesa implement reduced transaction steps in the receiving process from purchase order issue to receipt and completion, which reduced errors, and eliminated filing and paperwork of the purchase orders and created a standardized work process to reduce errors. The transformations helped Mesa clean up and organize its corrosion truck bays and building, which facilitated quicker and easier turnaround, eliminated waste and improved flow in cable winding.

##### Results:

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- \* Awarded the 2006 Malcolm Baldrige National Quality Award.
- \* Increased sales from \$6 million to \$25 million.
- \* Increased output by 82 percent.
- \* Reduced lead times by one-third.
- \* Reduced error rate by 50 percent.
- \* Achieved on-time shipment rate of 97 percent.
- \* Increased customer satisfaction from 80 percent to 88 percent.

#### **Testimonial:**

"The Oklahoma Manufacturing Alliance for Manufacturing Excellence inspired me to continue with Baldrige as an improvement method. Frankly, I'm not sure I would have continued after that first year without the feedback."

Terry May, President